Library Update for Online Programmes – Winter 2015/16

Library Alerts and Social Networks

Please consider registering for Library alerts and news via one of our news options:

- Library Blog / Email Alerts: [http://onlineprogrammeslibnews.liv.ac.uk/](http://onlineprogrammeslibnews.liv.ac.uk/)
- RSS News Feed: [http://onlineprogrammeslibnews.liv.ac.uk/feed](http://onlineprogrammeslibnews.liv.ac.uk/feed)
- Library on Facebook: [http://www.facebook.com/livunilibraryonlineprogrammes](http://www.facebook.com/livunilibraryonlineprogrammes)
- Twitter @LivUniOPLAlerts
- LinkedIn: [http://uk.linkedin.com/pub/paul-catherall/44/b58/385](http://uk.linkedin.com/pub/paul-catherall/44/b58/385)

New Login Platform

The Library has moved to a new login platform for Web access to databases and e-resources, this is because the old “EZProxy” server is reaching the end of its lifetime and we are required to upgrade the service.

The new login platform will operate in a very similar manner to the old EZProxy service.

You may notice the text "ezproxy.liv.ac.uk" shown in many URLs is eventually replaced with "liverpool.idm.oclc.org" when you are directed toward databases.

Our Discovery (bibliographic) team have been working to address any disruption regarding the new service, however it is possible students or staff may encounter issues when accessing some commercial databases on this day. Please report any unusual access problems to your Librarian using usual contact options.

Any existing links to e-journal articles or e-books in reading lists using the older "ezproxy.liv.ac.uk" service should forward to your required e-resource.

When you follow links to subscribed databases you be required to log in using your UoL/MWS username and password.
When you log into Library e-resources will be challenged to enter your UoL/MWS username and password in a login screen:

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If you use the "Library for Online Programmes" (http://libguides.liv.ac.uk/onlineprogrammes) you will notice a slightly different login box (shown in the left menu). To log in simply click the "Log into E-Resources" button:

You will be re-directed back to the Library for Online Programmes:

If you are a staff member and have any questions regarding the new login platform, please contact your Librarian via your usual contact options.
Library Harvard Guidance

For several years, the University Library has advocated the Pears & Shields textbook, ‘Cite them Right’ to support referencing for styles such as APA and OSCOLA. Access has been available via print and an online interactive version of the textbook (subscribed by the Library and available from our referencing support pages). The textbook provides advice on many referencing styles.

Whilst we have provided the local “Harvard (Liverpool)” style for Harvard referencing, the Library is now offering greater support for students and programmes using the “Harvard (Cite them Right)” style outlined in the Cite them Right textbook.

Unlike “Harvard (Liverpool)”, the “Harvard (Cite them Right)” style is internationally recognised and provides a more standard approach for Harvard, supporting a wider range of online databases and reference management systems. The two styles are highly similar, with a more concise approach found in “Harvard (Cite them Right)”.

After consultation with online staff and stakeholders it has been agreed with to encourage use of Cite them Right in the future for online programmes, however “Harvard (Liverpool)” will remain online for current students at the present time. Online students should read the advice below.

Advice for Online Students

Online students can see both the above styles on the referencing support page at: http://libguides.liv.ac.uk/onlineprogrammes/referencing including a concise PDF guide for “Harvard (Cite them Right)” and access to the online Cite them Right interactive textbook.

- If you have begun using “Harvard (Liverpool)” for a substantive academic work such as your dissertation or thesis then you may need to continue use of that style, if you do intend to change to “Harvard (Cite them Right)” during a substantive academic work, then you are advised to consult with your Librarian or tutor using the normal contact options.

- If your tutor raises your use of “Harvard (Cite them Right)” with you, please refer them to this news update or feel free to ask your Librarian to discuss with the staff member https://onlineprogrammeslibnews.liv.ac.uk/category/newsletter/

- For students with Laureate - Laureate have agreed a flexible approach for the use of “Harvard (Cite them Right)” by students after broad consensus during consultation and discussion at UoL/Laureate committees.

Advice for Online Staff / Programme Developers

Some individual students have already begun using “Harvard (Cite them Right)” as this book has been available in various formats. Also, some students are using the
online interactive textbook version provided by the Library for Harvard referencing, so you may already encounter some use of the style amongst students.

- If your programme area has specific advocacy for “Harvard (Liverpool)” you may like to review any links or coverage of the University referencing pages to provide more generic integration with Library pages (preferably using the permalink to the Library for Online Programmes referencing page http://s.liv.ac.uk/35

- Please consult with the Librarian for Online Programmes to discuss integration or advocacy issues (p.catherall@liv.ac.uk +44 (0) 151 794 4345 other Librarian contact options are shown at http://libguides.liv.ac.uk/onlineprogrammes/contacts

- You can see all Harvard materials and the online interactive Cite them Right textbook at http://libguides.liv.ac.uk/onlineprogrammes/referencing

- For Laureate based staff - Laureate has decided to adopt a flexible approach in terms of Harvard referencing, given the benefits of the “Harvard (Cite them Right)” style, provision of the online interactive textbook and need for a more recognised Harvard format. Students opting to use the new style should be able to do so if they prefer but should maintain consistency in the style used, e.g. within their dissertation.

The Cite them Right Interactive Online Textbook, provided by the University Library:
Library Videos

You can access a range of updated and new videos on using Library resources and Web pages; these include topics such as *Introduction to Library Resources, Your Subject Area, Referencing and Referencing Management, Technical Support, Research Support and Support for Staff.*

You can see links to individual videos on particular pages within the Library for Online Programmes site, e.g. within subject or e-resource pages, or you can browse all videos shown across the Library for Online Programmes site by visiting the “Videos/ Tutorials” link in the left menu: [http://libguides.liv.ac.uk/onlineprogrammes](http://libguides.liv.ac.uk/onlineprogrammes)

On the videos page you can use the menu at the top of the page to see categories of video, e.g. *Introduction to Library Resources,* then see a description of each video listed in the right side of the page, you can expand the video appearance using the expand icon shown in the bottom right corner of the video:

![Video Example](image)

In addition to general videos on using the Library Web pages you can see detailed video on using specific databases and platforms.
If you are a student or member of staff and would like to suggest any additional coverage for the current videos or original videos to be created, please contact the Librarian for online programmes using the contact options shown on the Library for Online Programmes http://libguides.liv.ac.uk/onlineprogrammes/contacts

Note for online programmes staff: all the videos can be shared or embedded using the links and embed code shown at https://stream.liv.ac.uk/users/cathpaul

24/7 Support and Online Chat

In addition to contact options to contact your Librarian, please be aware of our 24/7 and online chat services. The following options are also listed on the Contacts page within the Library for Online Programmes:

- **24/7 IT support telephone line** - this is available at all times including University closed days such as the Easter or Christmas period, see the Contacts page within the Library for Online Programmes or use UK:0151 INT:+44 151 [79 44567]

- **Ask Us questions and answers to common problems** – you can access the Ask Us service to see common answers to Library issues, this service can be accessed from most Library pages, for access from the Library for Online Programmes, see the Ask Us icon in the left menu. You can see some common questions on the opening page, use the search box to locate further questions and answers:

  ![Ask Us service](https://stream.liv.ac.uk/users/cathpaul)

- **IT support online chat** – this is available during normal office hours/weekdays, if you use the general chat service below and have an IT query you may be referred to an online chat operator on the IT Service Desk, you can access this system on the IT Service Department Web pages:
http://liv.ac.uk/csd this link is also shown on the Contacts page in the Library for Online Programmes. If you have an IT query after 5pm on a weekday you are advised to call the 24/7 IT support telephone line.

- **24/7 online Library chat** – This is staffed by our on-campus Library enquiry team in normal office hours and staffed by an out-of-hours team outside these times, on all closed days and University holidays. To access the chat service for Library related enquiries you will need to open Ask Us, if you are unable to locate a satisfactory pre-authored answer on the system click the chat icon shown in the right menu of the Ask Us Web site to speak to a Library staff member (note you can also contact the Librarian for Online Programmes via Skype for specialist advice).

All the above options are shown on the Contacts page http://libguides.liv.ac.uk/onlineprogrammes/contacts
Reminder – Librarian Enquiry Service/ Consultations

You can contact the Librarian for Online Programmes for staff or student enquiries or consultations.

See http://libguides.liv.ac.uk/onlineprogrammes/contacts

- General help using Library services.
- Skype number for cheaper calls
- Help obtaining readings, articles, E-Books etc.
- Referencing
- Library research support
- Using journal impact/ citation ratings.
- Using reference management applications (e.g. Refworks).
- Help building direct links for assignments or module development.
- Advice for developers on readings, DRM issues or subscriptions issues.
- Help using library applications such as Calibre, TOCs and other platforms.
- Help with legal, market sources, standards, reference sources etc.
- Technical help using Library systems.
- Advice for staff on developing/ integrating library induction, dissertation support and other training materials.
- Support via Skype, Twitter, FaceBook, Webform/ Email, Phone:

Reminder - Video Library introduction for Staff

For a video introduction to the Library for Online Staff and additional guidance including the online staff Library Handbook, help creating perma links to E-Resource and Library Web content, please see the Staff page http://libguides.liv.ac.uk/onlineprogrammes/staff

Library Reports/ Papers for Online Staff

Online staff can access recent Library reports in the following locations:

- Laureate UoL SharePoint (Laureate account holders only) – or browse to the Documents > Shared Documents > Library

- Library Service for Online Programmes (UoL VOCAL site, requires an UoL MWS login)

- Online Degrees Information (UoL VOCAL site, requires an UoL MWS login) – or browse to Documents > Library

- You can see all latest Library reports/ papers in these locations, including proposals for recent Library projects.